

# HOME IMPROVEMENTS WORKBOOK HOW TO NAVIGATE THE HOME IMPROVEMENT PROCESS

MAIN BOOK STEPS 1 & 2



### Introduction

Dear Customer,

Welcome to the City of Scottsdale's Home Improvement Workbook...we've published this workbook to assist you through your home improvement process.

By making improvements to your home, you are contributing not only to the value of your investment, but also to the value of your neighborhood and the surrounding community.

This Workbook is intended to be an educational tool that provides ideas for new homes and remodels in Scottsdale's more established neighborhoods. It offers respectful considerations for blending projects with the defined characteristics of the neighborhood, while allowing you the flexibility to build, expand, or remodel to meet your individual needs and objectives.

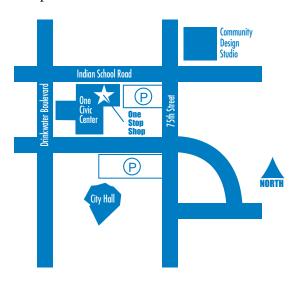
It is our goal to help you through this process in the most efficient and streamlined way. We realize that the permitting/construction process can be intimidating and this booklet is intended to explain the process in an easy-to-understand, easy-to-use, format.

Best wishes with your upcoming project,

Ed Gawf
Deputy City Manager

#### **One Stop Shop Information**

If at anytime during the process you have questions about this workbook, your specific remodel or would like to contact someone regarding your application requirements, please contact the City's One Stop Shop at (480) 312-2500.



One Stop Shop Main Number 480-312-2500

#### **One Stop Shop Permit Counter**

City of Scottsdale First Floor, One Civic Center 7447 E. Indian School Rd. www@ScottsdaleAZ.gov/onestopshop (480) 312-2500

#### One Stop Shop Records Counter

City of Scottsdale First Floor, One Civic Center 7447 E. Indian School Rd. (480) 312-2356 Office Hours: 8:00 AM - 5:00 PM

#### Other Important Phone Numbers

**Arizona Registrar of Contractors** (480) 542-1525

#### **Building Code Hotline**

(480) 312-2633

**Building Official** (Building Variances) (480) 312-7080

#### Housing Resources Program

(480) 312-4304

#### **Inspections and Land Survey**

(general inspection questions and permit extensions) (480) 312-5750

#### **One Stop Shop/Permit Services**

(480) 312-2500

#### **Permit Fees**

(480) 312-2500

#### **Permit Inspections**

(automated scheduling of inspections) (480) 312-5796

#### Plan Review

(480) 312-7080

#### Records

(480) 312-2356

#### **Code Enforcement**

(480) 312-2546

#### Arizona Blue Stake Center

(locating Utility lines) (602) 263-1100

#### **Graphics Legend**

Throughout this workbook, you will see various graphics to draw your attention to important points.



#### **Check Box**

Serves as your checklist of items you will need for your home improvement



#### **Question Mark**

Indicates commonly asked questions



#### Flaa

Indicates those things you need to be aware of



#### **Helpful hint**

Indicates helpful ideas and information

In addition, in the sidebars of each section will be a glossary of terms for your quick reference.

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The City has put together a series of individual guides that are available at the One Stop Shop to provide guidance andinformation on your specific project. These guides are meant to serve as a resource in addition to the steps in Guides 1 and 2.

#### **STEP FOUR**

#### **Additional Resources**

Sustainable building practices summary Historic preservation summary Landscaping design ideas Financial resource guide



#### **Important Notes**

Before you begin
Information contained in this section of the workbook is intended to serve as a guide and checklist to assist you through various items you will need to complete your project. It does not cover all building code and zoning ordinance requirements, nor does it replace the services of a design professional, which is always recommended.

### How to use the overall series of workbooks

This workbook is presented in a step-by-step format to easily assist you through the process.

#### Step 1 - Basic Building Blocks "Identifying Your Existing **Conditions**"

Step 1 provides you the basic building blocks for beginning your home improvement project. This step begins by asking you a series of questions about your subdivision/neighborhood and the site to help identify issues that may arise when adding on to or improving a home in an established area.

#### Step 2 - Basic checklist "Beginning **Your Project**"

Step 2 provides a helpful checklist of the basic documents you need before you undertake any home improvement project. In addition, it will direct you to resources and frequently asked questions. Note: you will need to complete Step 2 prior to referring to Step 3.

Note: Steps 1 and 2 are combined into one Guide.

#### **Step 3 - Specific Home Improvement Guidelines "Individual Guides for your** Needs"

This step provides additional information related to specific improvement projects.

NOTE: Complete checklist in Step 2 prior to referring to this section.

Design





### STEP 1 | Before You Get Started Best Practices Guide — Considerations to help you av

#### **Best Practices**

Best Practices address the individual responsibility of homeowners, architects, builders, realtors, city staff, and officials in the home improvement process. This is not a list of requirements, but rather a list of suggestions that will help minimize roadblocks or hurdles to achieving the successful completion of your project. These recommendations are based on a fundamental goal of being sensitive to surrounding properties and acting in a manner that fosters mutual respect.

### Homeowners interested in Building and Remodeling

• Its good practice to hire contractors that are listed in the Arizona Registrar of Contractors. Visit their website for helpful hints and information about hiring registered contractors at:

http://www.rc.state.az.us/
Its also a good idea to get a minimum of three bids from various contractors to know that you are getting the best price and also to get to know the various contractors.
You will want to select the one that you feel most comfortable with. See section xx of the appendix for information on hiring a registered contractor.

 Consider finding an architect and a builder who are sensitive to building in an established neighborhood.



- Single-family remodels, additions and new construction do not require an architect and you can utilize a draftsperson, draw your own plans, and/or act as your own builder. Depending on the structure and nature/ complexity of your project, you may need the services/ expertise of a structural engineer.
- Visit the site with your architect; have them show you how tall and how close your project will be relative to the adjacent homes;
- Discuss your plans with your neighbors; show them a copy of a perspective rendering of your project;
- Leave ample room in your budget for landscaping. You may need to re-vegetate areas where construction took place. See our landscaping guide in Step 4 for landscaping ideas and options.
- Post your phone number or a construction contact person (on site) for dealing with complaints.

#### **Neighbors**

- Respect that the construction site is someone else's private property;
- Communicate directly with the owner in a positive manner if you have concerns about what is being built in your neighborhood;
- Be familiar with existing building codes, especially those dealing with safety, noise, and keeping the site clean;
- Call the builder or the City promptly to deal with concerns;
- Advise children of the dangers of a construction site;
- Try to be patient; construction is noisy and messy;



Be aware that Scottsdale's
 Building Code limits the hours
 of construction to one-half
 hour before sunrise until
 sunset. You can visit the City
 of Scottsdales website to see
 amendments to the
 Building Code at: www.scotts
 daleaz.gov/codes/default.asp



#### Utilities

Before you dig in, you will need to call Arizona Blue Stake. No matter the size of the project, Arizona law requires contractors and homeowners to call the Arizona Blue Stake Center before digging, grading, or excavating. This service is provided at no charge to the customer. Atleast two days prior to beginning the project (excluding Saturdays, Sundays, and legal holidays), call the Center at **602-263-1100** inside Maricopa County.

The rainbow of colors surrounding your property are markings to identify the actual location of underground utilities. Whether you are planting a tree, installing a sprinkler system, or laying underground pipe for a construction project, it will be necessary for you to call the Arizona Blue Stake Center before you dig in order to prevent possible injury, costly damage, and/or service interruption. The markings include seven standard colors, each identifying a different type of utility line. For example, yellow signifies natural gas, petroleum, nitrogen, butane, and propane; blue denotes water, irrigation, and wells; and red identifies electric, traffic signals, and streetlights. These markings are temporary and will fade over time, so it maybe difficult to locate them visually.

#### **Builders**

- Respect that you are building in established/quiet neighborhoods;
- Post a perspective rendering of the project on site;
- Post a phone number and contact person on site;
- Mail a perspective rendering to neighbors with any demolition notifications so they are aware of when this will be taking place;
- Work with an arborist or landscape architect/designer;
- Pay special attention to the existing codes concerning safety, noise, and keeping the site, streets and alleys clean;
- Advise your subcontractors of the importance of these codes;
- Before starting your project, fence your job site to ensure maximum safety and check on a regular basis to be sure it is intact;
- Check the trash situation on a regular basis;
- Alert your subcontractors that they are working in neighborhoods where there are children; safety is of great concern;

- Deal with construction complaints from neighbors quickly and fairly. In addition, please let the homeowner know if you have received a complaint;
- Complete the exterior of the home and landscaping as quickly as possible to lessen the disruption to the neighborhood.

#### **Local Government**

- Deal with construction concerns from neighbors quickly and fairly;
- Have copies available of the safety, noise, and trash codes.

Many residents ask for referrals of contractors, unfortunately the City is unable to endorse one contractor over another. The best resource for finding registered contractors is the main webpage of the Arizona Registrar of Contractors (Note: on the main webpage you can find a checklist for hiring a registered contractor) http://www.rc.state.az.us/

For specific contractors who are in good standing with the Arizona Registrar of Contractors, visit:

http://www.rc.state.az.us/clsc/AZ ROCLicenseQuery

### **Identifying Your Existing Conditions**

Step 1 asks questions that will create an awareness of the subdivision/neighborhood surrounding your site. With this educated sensitivity you will better understand how to address the conditions and challenges you may encounter.



Important Note: Access to Existing Site Plans - If construction/remodeling has recently occurred on your property), the site plan used for building permit application may be on file in the Records Division; site plans for older homes that have not been recently improved are not likely to be available. A site plan is basically a floor plan of the lot. City staff can assist you in creating a site plan (sample sheets are included in the appendix under worksheets).

#### The Subdivision/Neighborhood

Answering the questions below will help you find the common characteristics which most likely define your neighborhood's identity and appeal.



You can access aerial, topographic maps, etc. on-line at http://www.scottsdaleaz.gov/bld-gresources/counterresources/Recor ds/Maps.asp

What are the subdivision/neighborhood boundaries?

What is the history of development or the date/dates of construction (subdivision, historic, etc.)?

What is the zoning of the property? (R1-35, R1-5, etc). You can identify your zoning district on line at http://eservices.scotts-daleaz.gov/cosmap/dmcinfo.asp, then select on Land Information Web. You can also access a Zoning Classification Summary at http://www.scottsdaleaz.gov/Bldg Resources/Zoning/zones.pdf. In addition, see References and Resources at the end of this guide.

Do the existing homes follow the current zoning setbacks? (new subdivisions probably do, older areas may not)?



Setback dimensions are identified by either your subdivision development standards (which are on file at the One Stop Shop) or your zoning district. Please contact the One Stop Shop at (480) 312-2500 to verify your setbacks before your begin your project.

What are the overall lot characteristics (square, irregular, narrow, wide, etc.)?

What are the existing streetscape characteristics (shape of street, sidewalks, driveways, mature tree locations, etc.)

How many floors do most houses have? (1, 1 1/2, 2, more)

What is the predominant facade material facing the street (wood siding, stucco, brick, stone, block)?

What is the predominant roof pitch, type and material (shallow, steep, asphalt, wood, shingle?

## The Site

The site governs the size, orientation, light quality, etc. of your project's location or and needs to be identified (via a site plan) as part of your permit application. The following questions will help you create your site plan.

What is the width and depth of your lot? Refer to your plat of survey or contact the city's Records Division at (480) 312-2356. The Records Division can identify the location of your front property line (i.e. 25' from the center line of the street). The best way to know where property lines are located is to have a certified land surveyor conduct a survey. In cases where a perimeter wall is already located on the property, you can assume that the wall is an indication of your property line. It is your responsibility as the property owner, to identify your property. Any disputes over property lines are a civil matter.

yard, side yards, rear yard)?	
<b>※</b>	
Refer to Zoning Classifications	
Summary at http://www.scotts-	
daleaz.gov/BldgResources/Zoni/zones.pdf or in the appendix of	
this guide	Л
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Is this consistent with the sur-	
rounding property?	
	_
	_
	_
Where does the property sit on	ı
the block (on a corner, mid-	
block)?	
	_
Is there alley access?	
Is there alley access?	
Is there alley access?	_

#### **Zoning Districts**

A system categorizing all properties. Contact your local government if you are unsure about your zoning.

#### Setbacks

The distance from the property lines that defines the buildable area. Setbacks can be different for different zoning areas.

#### **Roof Pitch**

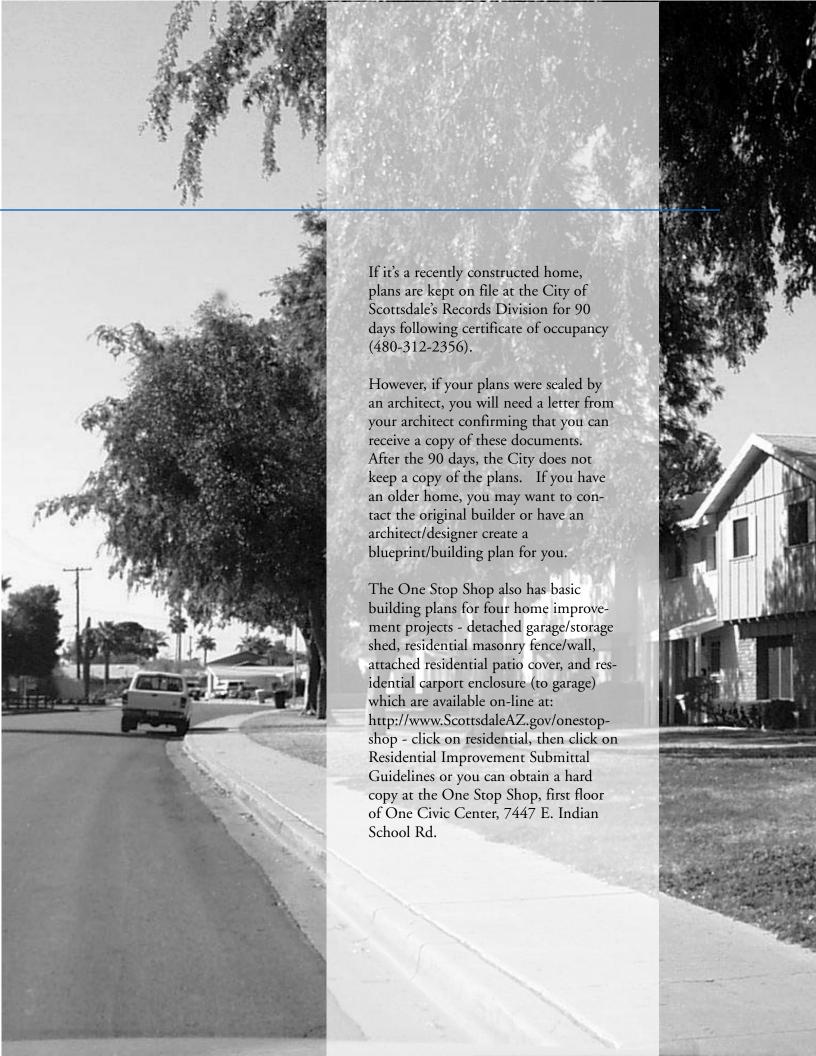
The angle or pitch of a roof is calculated by the number of inches it extends horizontally. For example, a roof that rises 6 inches for every 12 inches of horizontal run has a 6/12 pitch.

#### **Plat of Survey**

**Setback Lines** 

### **Identifying Your Existing Conditions**

List the unique features of your property.	Can you incorporate any common characteristics of the existing homes into your project (materials, architectural details, roof pitch, landscaping, etc.)
Are there any site conditions/obstructions that affect your project's height (such as overhead power lines), setback lines, garage and driveway placement, easements, and/or landscaping? For example a home located on a corner lot will have an orientation that includes two frontage areas, which may affect access, positioning of driveways, sidewalks, etc.	Note: How can you access building plans (construction documents) for your existing home?
How can you best locate, shape, and size the house, garage and driveway to be complementary to adjacent homes?	



### Beginning your project



Information contained in this section of the workbook is intended to serve as a guide and checklist to assist you through various steps you will need to complete your project. It does not cover all building code and zoning ordinance requirements, nor does it replace the services of a design professional, which is always recommended. Check your zoning for the setbacks on your property if you are looking to add on to your home.

Please use your answers from STEP 1 to guide you through STEP 2.





#### **Identifying your project**

#### Design or remodel

At this point, you probably already have general ideas about your design or remodel. Listed below are a few remodel options (select those that apply):

Note: Reference the corresponding number with the Guide.



#### **Property Limitations**

It is critical that you are fully informed about the development standards and/or zoning on your property. Development standards may have been adopted at the time your home/subdivision was built, specifying how much area is required in your front, rear and side yard as well as maximum building height. To verify your property setbacks/maximum building height, please contact the Planning & Development Services Office at (480) 312-7000 - indicate that you are calling to verify your setbacks and identify the property address/subdivision. You will receive verification within 24 hours.



#### **Building to Code**

When work performed within a 12- month period exceeds 50% of the value of the existing home, the entire building shall be brought up to current codes. For work that is less than 50%, only the new work must comply with current codes.



#### Fire Sprinklers

If the remodeling and/or addition values comprise more than 25% of the existing home's value, then the total house needs to be fire sprinklered. If the ratio is under 25%, then no sprinklers are required in an existing non-sprinklered residence.

A current Single Family Residential Fire Sprinkler Worksheet is available in the appendix to calculate the singlefamily existing square footage values verses any new additions and/or existing remodeled space.

Once the values are verified, the Fire Sprinkler worksheet figures are added to the architectural plans' submittal copies for review and approval. Once the building permit is issued, the general

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contractor will hire a qualified Fire Sprinkler Contractor to produce shop installation drawings and calculations for review and approval by the Fire Service Plans Analysis personnel.



#### Landscaping

When installing landscaping, make sure to take adjacent yards into consideration. Planting trees less than 10-15 feet from a fence may result in the tree encroaching on your neighbors yard as it matures. Many times this can result in conflict down the road. To avoid this potential problem, plant trees at least 10-15 feet away from your block wall. If you are unsure, check with an arborist or your local nursery about how large the tree(s) or plant is expected to grow. Please reference the Landscaping Design Guide in Step 4.



CC&R's (Covenants, Conditions, and Restrictions)
If you live in an HOA (Homeowners Association) or a community that is regulated by CC&R's, it will be important for you to review any regulations as it pertains to making modifications to your home or yard. Many times, these regulations only pertain to exterior modifications and may require that your Design Review Committee review your remodeling plans.



It is important to note that while your project may comply with city requirements, it may violate CC&R's, so city regulations need to be considered in conjunction with adherence to CC&R's. CC&R's are a private agreement between the homeowner association and the homeowner. The city does not enforce CC&R's.

Step 1

Step 2

### Beginning your project

#### **Permit Overview**

Before you begin your project, it's a good idea to become familiar with the different types of permits for your project. Outlined below are the types of permits along with those projects that need permits and those that do not.

There are four types of permits:



#### **Building Permit**

Required for all construction work including patio covers, room additions, carports and garage enclosures, walls/fences, retaining walls and accessory buildings (storage buildings less than 200 square feet only requires a site plan).



#### **Electrical Permit**

Required to install, alter, reconstruct or repair electrical wiring on any building, structure, swimming pool or mechanical equipment.



#### **Plumbing Permit**

Required to install, alter, reconstruct or repair any plumbing system, gas system, lawn sprinkler supply, water heater replacement.



#### **Mechanical Permit**

Required to install, alter, reconstruct or repair any furnace, refrigeration or other air conditioning equipment or system, except portable or window units.

Note: A plan review is not required for most single-family residential electrical, mechanical and plumbing work, except for gas piping. These types of improvements are classified as 'minimum' permits and can be acquired online at www.scottsdaleaz.gov/onestopshop. The inspection process is used to ensure a correct installation per the building codes.

While most home improvement projects require a construction permit (which helps ensure safety standards), there are some projects, which do NOT require a residential construction permit:

- Detached, non-habitable structures smaller than 200 square feet in floor area (a site plan is required);
- Patio slabs or sidewalks/drives (not over 30 inches above grade);
- Repair existing landscape irrigation piping (a permit is required to connect a new irrigation system to your waterline);
- Walls, three feet or less (except retaining walls);
- Low-voltage landscape accent lighting;
- Minor repairs or replacement of non-structural items such as glass, doors, hardware, kitchen cabinets, carpeting, flooring or trim work (not affecting a pool enclosure or garage);
- Paint (interior/exterior); repair drywall, plasterboard, paneling or stucco (insulated stucco systems require a permit);
- Repair or replace existing evaporative coolers or air conditioning units without increasing the unit size or capacity;
- Repair or replace existing plumbing fixtures in the same location;
- Re-shingle or retile a roof when the same material is used.

Subdivision Covenants, Conditions and Restrictions (CC&R's) may govern some of these items even though they are not regulated by the City. Check with your homeowners association before proceeding.



#### **Permit Expirations**

NOTE: Will expire if work is not commenced within 180 days of the permit being issued to you, or if the work is not inspected by the city for a period of more than 180 days.



#### **Extension of Time**

A time extension for a permit may be granted under certain circumstances. For specific information contact Inspection Services at (480) 312-5750.



#### **Compliance Orders**

Building inspectors will issue a Compliance Order if work is started without having acquired the necessary permits. The owner of the property or contractor must then obtain the required permits plus pay a double permit fee before continuing the work.

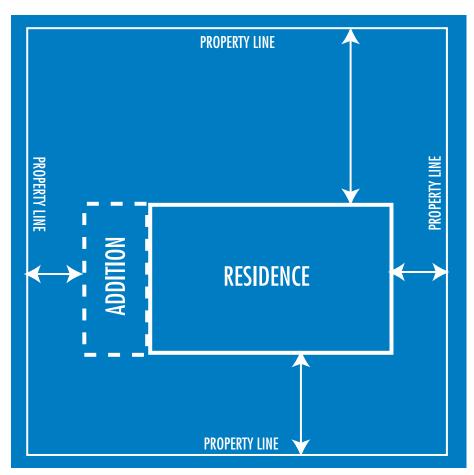
#### **Permit Fees**

For fee schedule, refer to www.scottsdaleaz.gov/onestopshop and select on "Fees" Or you can contact the One Stop Shop at (480) 312-2500.

#### On-line permit application

An on-line permit application is available at: http://eservices.scottsdaleaz.gov/planreview/ default.aspx Or you can contact the One Stop Shop at (480) 312-2500.

### **Completing Your Building Permit Application**



#### **A)** General Requirements

Construction requiring a permit must be performed by the ownerapplicant, licensed contractor, or an appointed representative (must be identified in writing). It is the responsibility of the homeowner or the contractor to obtain a building permit.

On-line Permit Application Form is available at: http://eservices.scottsdaleaz.gov/pl anreview/default.aspx Plan check fees are due at the time of submittal, check with the One Stop Shop for the current list of fees or go to the City's Website at:

http://www.ScottsdaleAZ.gov/one stopshop



You can access an on-line fee estimator at: http://www.ScottsdaleAZ.gov/one stopshop



Any project started or completed without a permit will be charged a double permit fee.

#### **B) Site Plan**

- provides a one-dimensional layout of the project

Site Plan documentation includes the following:

- When applying for a permit, provide three copies of your site plan.
- The property owners name, address and telephone number.
- Project address and lot number of legal description - legal description is available through the Maricopa Recorder's web site at:http://www.recorder. maricopa. gov
- Zoning classification (available on-line at http://www.scottsdaleaz.gov/ BldgResources/Zoning /zones.pdf then enter your address which will generate a map; once the may is on your screen, click the symbol on the left of your screen that indicates zoning and an information box will appear on

the upper right hand corner of your screen. The information contained in the box includes identification of the zoning district).

- Dimensions of lot and north arrow on the plan (dimensions available at the City's Records Counter, one the first floor of One Civic Center, 7447 E. Indian School Rd. or by calling (480) 312-2356.)
- Dimensions of existing and proposed front, rear, and side setbacks (available at the City's Records Counter, one the first floor of One Civic Center, 7447 E. Indian School Rd. or by calling (480) 312-2356.)
- Dimension and type of all easements, (available at the City's Records Counter, on the first floor of One Civic Center, 7447 E. Indian School Rd. or by calling (480) 312-2356.)
- Locations and dimensions of all existing and proposed buildings.
- Locations of new driveways and approaches

- Locations of covered patios, walls/fences and retaining walls.
- Maricopa County Assessor's Parcel Number.
- Complete the FEMA (flood zone) block form (included in the appendix) and add to site plan. Flood zone information is available on the city's web site at:

http://eservices.scottsdaleaz.gov/cosmap/fema/acc\_method.asp and at the Records Counter located at 7447 E. Indian School Rd.



• Property located in an A flood zone requires a grading and drainage plan sealed by a civil engineer. Flood zone information is available on-line at: http://eservices. scottsdaleaz.gov/cosmap/fema/acc\_method.asp. Type in your address, which will generate a map with the flood zone information on the right hand side of the screen.

Flood Zone A

Flood Zone B

Flood Zone C

Flood Zone D

Flood Zone X

#### **ESLO**

You can access maps and information abu the city's ESL ordinance on-line at: www.scottsdaleaz.gov/codes/ordinanceupdates/eslo/esloupdates.asp

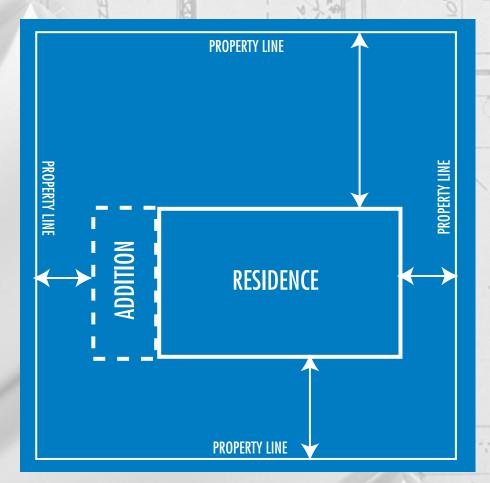
### **Completing Your Building Permit Application**



• Property located in a B, C, D, or X flood zone, and located south of the Central Arizona Project (CAP) canal requires a site plan for attached additions that match existing floor elevations. Property located north of the CAP requires a grading and drainage plan sealed by an architect or civil engineer.



 Property located in an Environmentally Sensitive Lands (ESLO) district must comply with the regulations in Section 7.800 of the Zoning Ordinance.



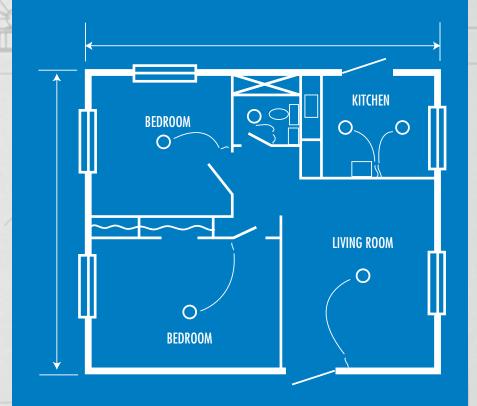
#### **C)** Construction Plans

- describe how the project will be built
- When applying for a permit, provide two sets of your construction plans.

#### Floor Plans

(To scale; 1/8" or 1/4" = 1'-0" providing the following data)

- Floor plan of addition or area of renovation;
- Plan of rooms in existing areas adjacent to an addition or enclosure;
- Location of all partitions and doors and windows by size and type;
- Locations and symbols for all electrical fixtures, switches, outlets, smoke detectors, exhaust fans, etc.
- Square footage of existing residence and any new addition;
- Ceiling height; and height and location of soffits or sloped ceilings (related to smoke detector locations).
- Fire sprinklers may be required, and as such, need to identified on floor plans, please refer to the fire sprinkler information provided on page 11 of this guide.



### **Completing Your Building Permit Application**

#### **Exterior Elevations**

(At least two principal elevations to scale of 1/8" or 1/4" = 1'-0" providing data as follows)

- Roof pitch and roofing material (i.e. 90# rolled roofing);
- Exterior finishes (i.e. wood siding, stucco, etc.);
- Locations of windows and doors with sizes;
- Lowest finish floor level and finish grade at exterior of building;
- Dimension from top of highest ridge to lowest finish floor level.







### Framing Plan Details and Sections

(To scale min. 3/8" = 1'-0")

- Sections through new construction exterior wall showing all details of construction from footing to highest point of roof, designating all materials and members by size, type, grade, thickness, spacing, and finishes;
- Details and engineering on truss rafters (pre-manufactured framing of the roof) if used;
- Sections and details of all critical construction points or special structural items (include stairs, fireplaces, skylights, etc.);
- Direction and size of all floor and ceiling/roof framing.

#### **Additional Attachments**

- Water meter calculation sheet to be completed if you are adding any new plumbing fixtures (it is important to note that both new and existing fixtures be included in the total;
- Soils Waiver required if new foundations are planned;
- Truss designs from an approved truss manufacturer. A Truss Waiver may be used

only by an architect or engineer that has sealed the plans.

The City of Scottsdale has adopted the following codes:

- 2003 IRC- International Residential Code
- 1994 Uniform Plumbing Code
- 2003 International Mechanical Code
- 1999 National Electrical Code
- 2003 International Fire Code

### Basic Home Improvement Construction Documents/

**Details** for four basic projects: The city of Scottsdale provides four standard plans that may be applicable to your project.

- Detached Storage Shed/ Garage;
- Residential Masonry Fence/ Walls;
- Attached Residential Patio Covers; and
- Residential Carport Enclosure to Garage

Details/templates for the above projects are available on the city's web site at: http://www.scotts-daleaz.gov/bldgresources/counter-resources/SFRProcess.asp or in hard copy form at the One Stop Shop, 7447 E. Indian School Road. The Construction Document checklists listed in Step 2 may not be required if you utilize information provided in the above listed booklets.

#### **Truss Rafters**

### **Inspection Process**

#### **Inspection Card**

This will be issued to you when you receive your permit. An inspection card will let you know what inspections are necessary and what phone numbers to call for inspections (you or your contractor will need to schedule these).



You can schedule your inspections online at http://www.ScottsdaleAZ.gov/one stopshop - click on Inspections in the right hand column or by calling (480) 312-5796. Your request will be scheduled within 24 hours. To schedule online, you must have your permit number and key code from your permit.

### **Appeals for Variances**

Many times people would like to undertake a home improvement that the current zoning will not allow. There are two distinct appeal processes for variance - one relates to modifications to the zoning ordinance which are reviewed by the Board of Adjustment (if they meet the State criteria), and the appeal process relates to variance to the city's Building Code, which is reviewed by the Building Official and if necessary the Building Advisory Board of Appeal.

These two processes are outlined below. Please note that before you consider these processes (and invest time in them), it is important to fully understand what can and cannot be considered a variance.

#### **Zoning Ordinance Variances**

Before you consider applying for the review, you need to be aware that State statutes prescribe the jurisdiction of this board, and they can only approve requests that meet four state criteria (outlined below).

#### Minor Modifications to the Zoning Ordinance Development Standards

Such as issues with building setbacks. These are reviewed by the Board of Adjustment (definition in side bar). It is important to understand the jurisdiction of the Board of Adjustment before completing the pre-application form used to initiate the review process. The board's jurisdiction is outlined below:

### Board of Adjustment Jurisdiction

The Board of Adjustment has the power to review and approve variances from zoning ordinance requirements and administrative decisions (Zoning Interpretations) which create unnecessary hardships in the development of property because of exceptional or extraordinary conditions. Unlike other boards or commissions, the Board of Adjustment makes the final decision on items that come before it; variances are not passed on to City Council for final approval.

### The Board of Adjustment is not authorized to:

- Make any changes in special circumstances self-imposed by the property owner.
- Adjust or change conditions placed by the City Council at the time of rezoning or use permit approval.

Water Meter Calculation Sheet

Soils Waver

Truss

**Board of Adjustment** 

**Building Official** 

Building Advisory Board of Appeals

### **Appeals for Variances**

#### **Zoning Ordinance Variances**

A variance from the provisions of the Zoning Ordinance shall not be authorized unless the Board shall find sufficient evidence of the following (as required by state statute):

- There are special circumstances or conditions applying to the land, building, or use referred to in the application which do not apply to other properties in the district; and
- Such special circumstances were not created by the owner or applicant; and
- The authorizing of the variance is necessary for the preservation and enjoyment of substantial property rights; and
- The authorizing of the application will not be materially detrimental to persons residing or working in the vicinity, to the adjacent property, to the neighborhood, or to the public welfare in general.

To request a zoning ordinance variance, complete the Preliminary Application Form (pdf / 252 kb / 4 pgs) and return to the Current Planning office at Planning and Development Services at 7447 East Indian School Road, Suite 100. For more information, call 480-312-7000.

#### **Appeals from Staff Decisions**

(Zoning Interpretations)
The Board will hear appeals from decisions made by staff responsible for interpreting and enforcing the Zoning Ordinance. These appeals shall be filed within thirty (30) days of such decisions on a form provided by the City. For more information on requesting Zoning Interpretations, contact the Current Planning office at 480-312-7000.

#### Minor variances to the building, electrical, mechanical, plumbing and fire codes

Building code variances are appealed to the Building Official (definition in sidebar) and the decision of the Building Official may be appealed to the Building Advisory Board of Appeals (definition in side bar). The Board of Appeals considers individual cases where the strict letter of the code is impractical and the modification is in conformance with the intent and purpose of the code.

For additional information regarding minor variances, please contact the Building Official at (480) 312-7080.

### **Appendix**

#### **Zoning Summary Table**

It is important to note that many subdivisions/neighborhoods have development standards, which take precedence over the zoning. Be sure to call the city at (480) 312-7000 to identify what and/or if your subdivision has development standards.

Zone	Allowed Uses	Minimum Lot Siz		Setback Requirements			Max Building
		Sq Ft.	Acres	Front	Side	Rear	Height
R1-190	S.F. dwellings, guest houses and other Accessory structures (i.e.	190,000	4.36	60	30	60	30
R1-130	barns, ramadas, Detached garages), horse properties (for per- sonal use only), adult care homes, Churches (subject to devel- opment Review Board approval), model homes, public schools,	130,000	2.98	60	30	60	30
R1-70	Personal wireless facility (minor)*	70,000	1.61	60	30	60	30
R1-43	Uses subject to Conditional Use permit: cemetary, commercial boarding or breeding of Horses, ranches, golf course, personal	43,000	0.99	40	20	35	30
R1-35	wirless facilities (major)**, private or charter schools	35,000	0.80	40	15	35	30
R1-18	*refer to Definitions Section 3.100 of Zoning Ordinance. **refer to Administration & Procedures Section 1.403 of	18,000	0.41	35	10	35	30
R1-10	Zoning Ordinance	10,000	0.23	30	7	25	30
R1-7		7,000	0.16	20	5′ min 14′ total	25	30
R1-5		4,700	0.11	15	0 or 5′ 10′ total	15/25	30
R-2	Any uses permitted in an R1 zone (refer to R1-43), duplex (2-family) dwelling units.	8,000		20	5′ min. 14′ total	30	30
	Uses subject to Conditional Use Permit: any uses permitted with conditional use permit in an R1 zone (refer to R1-43)						
R-3	SF dwellings, Multi-family dwellings, day care home, accessory structures, model homes, personal wireless facilities (minor)		12.9 du/ac				30
	Uses subject to Conditional Use Permit: personal wireless facilities (major)						

Zone	Allowed Uses	Minimum Lot Siz Sq Ft. Acres		Setback Requirements Front Side Rear			Max Building Height
R-4	ST dwelling units, accessory structures (i.e. guest houses, detached garages) personal wireless facility (minor), churches, day care home  Uses subject to conditional Use permit: personal wireless facility (major)	8,000	8.3	Hom	Siue	Keui	30 30
R-4R	Resorts (including ancillary uses), hotel, motel, dwelling units w/common walls, accessory structures, personal wireless facility (minor), churches, timeshare project, day care home	7.5 ac	7.6 du/ac; guest units 10.6 du/ac				35
	Uses subject to Conditional Use Permit: golf course, personal wireless facility (major)						
R-5	Multifamily dwellings, SF dwellings (detached), accessory structures, day care home, personal wireless facility (minor) public school	35,000	17-23 du/ac				36
	Uses subject to Conditional Use Permit: day care center, golf course, hotel/motel/timeshare (limited to 10 units), personal wireless facility (major), private or charter school						
М-Н	Manufactured home parks, accessory structures, SF dwellings, public schools, churches, day care home, personal wireless facility (minor)	10 ac	7,000 sf/unit	10	14 agg - 5 min	10	30
	Uses subject to Conditional Use Permit: personal wireless facility (major)						
PCD	Mixed use - residential, commercial indistrial	160 ac					30
PRD	Mixed residential uses w/amended development standards	320 ac Max					30

### **Appendix**

#### **Glossary of Terms**

#### **Architectural Characteristics**

Details that define a home's style

#### Drywell

A hole, dug into the ground, wrapped with filter fabric, filled with rock, capped with top soil, and covered with any ground cover including grass and gardens, but not usually with trees or shrubs.

#### Plat of Survey

Owner's legal document showing legal description and exact boundaries of all buildings Faáade: means the face or side of a building. Typically this is meant to describe all the elements that give a side of a building its character, including the materials, colors, shape and any decorative additions.

#### **FEMA**

The Federal agency responsible for assessing the potential threat of natural and other disasters and then managing the Federal governments support in the recovery from disasters that occur. This agency prepares Flood Zone maps that indicate the type and magnitude of flooding that could occur with a 100-year storm across an area. This dictates the required

floor level of your building (finished floor level).

#### Roof line

See roof pitch

#### **Roof Pitch**

The slope of a roof. It is typically described by a ratio such as a "4 in 12" pitch. This refers to a roof slope that rises 4 inches vertically for every 12 inches horizontally across the roof. The proper minimum roof pitch depends on the type of roofing material being used.

#### Setbacks

The required distance that any building shall be placed away from a property line.

#### Setback lines

Also called building envelope. The area created by the setbacks where the main building, including additions, can be located on the lot.

#### Yard, Side Street

The yard on a corner single-family lot that faces the street with the longest frontage.

#### Yard, Required

The minimum yard area and dimension as required by the applicable zoning district.

#### **Back of Ultimate Improvements**

The alignment of the back of the sidewalk, if one exists, or the location that the back of the sidewalk would be if one were to be built based upon the City of Scottsdale's design standards for that street classification.

#### Plat of Survey

A map prepared by a registered surveyor that shows all property lines and dimensions, easements and other physical and legal conditions of a property.

#### Sight Triangle

An isosceles triangle located at the intersection of two streets. The triangle is measured 25' from the corner of the property in each direction. These points are connected, creating a triangle that shall remain open to provide clear sight around the corner for traffic.

#### Site Plan

A drawing of a property that shows the location and size of proposed and existing improvements such as buildings, structures, landscaping, parking and drives, walkways, etc.

#### Streetscape

The front elevation of homes on a block; includes the facades, land-scaping, and setbacks.

#### **Truss Waiver**

A document signed by the owner and signed and sealed by an architect or engineer waiving the requirement for city review of prefabricated truss engineering. The architect/engineer assumes responsibility to review the engineering. This is used in lieu of submitting the truss engineering at the same time you submit your plans to the city for approval.

#### Soils Waiver

A document signed by the owner waiving the code requirement for a soils test to certify the capacity of the soil to support the weight of the structure.

#### Soffit

An area where the ceiling has been lowered, typically to conceal ductwork; or the area enclosing the roof overhang on the exterior of your house.

#### **Topography**

The lay or contour of the property

#### Topographic survey

A map of a property that shows lines depicting the elevations above sea level that have been determined either by field measurements or evaluation of aerial photographs. This is useful in determining the specific location

of improvements, determining how and where grading is needed and evaluating the drainage conditions of a property.

#### Zoning

The regulation that cities use to control the location, types of uses and physical standards for the improvement of property across the community. Most cities have both a Zoning Ordinance, that includes the rules regarding uses and standards for development, and a Zoning Map, that depicts the specific location of zoning districts that are included in the Zoning Ordinance.

#### E.S.L.O.

Environmentally Sensitive Land Ordinance. A zoning area to protect open space, typically located in the high desert area of the City.

### Covenants, Conditions, and Restrictions (CC&R's)

The private rules that have been applied by the Homeowners Association to all future owners of the property. These usually are applied to subdivisions and master planned developments. In some cases they are to be administered by individual property owners within a subdivision, but in many cases they are administered by an established Home

Owners Association (HOA). CC&R'S are a private agreement between the association and the homeowners. These rules are not enforced by the City. Your project may meet City requirements, but violate your CC&R"s.

#### Foothills Overlay

The Foothills area covers approximately eight square miles, generally between Dixileta Road to the north, Jomax Road to the south, 56th Street to the west and 96th Street to the east. A zoning overlay has been applied to this area to help protect the rural character. Additional information is available on-line at: http://www.scottsdaleaz.gov/codes/OrdinanceUpdat es/FoothillsOverlay/default.asp

#### NAOS (Natural Area Open Space)

That portion of a property that is required by the Environmentally Sensitive Lands Ordinance to be set aside as native desert area and not to be improved. This can be done by way of an easement, tract or other means accepted by the city. Most of this area is intended to be untouched desert but a minor portion may be restored desert area.

### **Appendix**

#### Websites

#### One Stop Shop

www.Scottsdaleaz.gov/onestopshop

#### FEMA Block

http://www.scottsdaleaz.gov/bldgresources/SubmittalGuidelines/default.asp

#### BuildingCode

http://www.scottsdaleaz.gov/bldgresources/counterresources/PlanReview/PlanReview.asp?catID=1

#### **Building Permit Fees**

http://www.Scottsdaleaz.gov/onestopshop

#### Inspections

http://www.scottsdaleaz.gov/onestopshop/Inspections/Inspections.asp

#### Records

http://www.scottsdaleaz.gov/bldgresources/counterresources/Records/Records.asp?catID=1

#### Site Information

http://eservices.scottsdaleaz.gov/cosmap/lis/default.asp

http://recorder.maricopa.gov/recdocdata/GetRecData Select.asp

#### Parcel Data

http://recorder.maricopa.gov/recdocdata/GetRecDataSelect.asp

#### Plat Maps

http://recorder.maricopa.gov/imaps/

#### **Zoning District**

http://eservices.scottsdaleaz.gov/cosmap/lis/default.asp

#### Worksheets

**Water Meter Calculation Sheet** 

### **Appendix**

#### Worksheets

SINGLE FAMILY RESIDENTIAL FIRE SPRINKLER WORKSHEET 2001.1

	EXISTING	SQ. FT.		VALUE	VALUATION*
	MASONRY - A/C -		χ	\$68.90 =	
Λ	WOOD FRAME - A/C -		X	\$61.60 =	
A	BASEMENT - FINISHED		χ	\$20.53 =	
	BASEMENT - UNFINISHED		X	\$15.75 =	
				TOTAL A =	
	MASONRY - GARAGE		χ	\$23.84 =	
B	WOOD FRAME - GARAGE		χ	\$21.14 =	
				TOTAL B =	
	PATIO/ OPEN CARPORT		χ	\$14.44	
	TATIO, OT EN CARTORI		^	TOTAL C =	
	TOTAL EXISTING VALUE			TOTAL D =	
D	(A+B+C)				
	TOTAL EXISTING VALUE		χ	25%	
	TOTAL EXISTING TALGE		^	TOTAL E	
	=				
	NEW ADDITION				
	MASONRY - A/C -		χ	\$68.90 =	
F	WOOD FRAME - A/C -		χ	\$61.60 =	
	BASEMENT - FINISHED		χ	\$20.53 =	
	BASEMENT - UNFINISHED		X	\$15.75 =	
				TOTAL F =	
	MASONRY - GARAGE		Х	\$23.84 =	
G	WOOD FRAME - GARAGE		Х	\$21.14 =	
				TOTAL G =	
	PATIO/ OPEN CARPORT		χ	\$14.44 =	
	or all only		,,	TOTAL H =	

EXISTING REMODELED SPACE	
MASONRY - A/C -	X \$68.90 X 30% =
WOOD FRAME - A/C -	X \$61.60 X 30% =
MASONRY - GARAGE	X \$23.84 X 30% =
WOOD FRAME - GARAGE	X \$21.14 X 30% =
PATIO/ OPEN CARPORT	X \$16.30 X 30% =
BASEMENT - FINISHED	X \$20.53 X 30% =
BASEMENT - UNFINISHED	X \$14.44 X 30% =
	TOTAL I =

#### TOTAL NEW AND REMODEL, (F+G+H+I)

TOTAL J =

\*\* IF J>E, FIRE SPRINKLERS WILL BE REQUIRED\*\*

 $<sup>\</sup>ensuremath{^{*}}\xspace$  Values are based on the Building Standards magazine April 2003 issue.

### **Appendix**

FEMA Block Water Meter Calculations Sheet

### **General Building Requirements**

Listed below are some of Scottsdale's General Building requirements. This information is quite helpful when it comes to installing these specific items in your remodel:



### **Location on Property**

All dwellings, addition to dwellings and detached accessory buildings must conform to the zoning ordinance requirements of the City.



### **Private Garages**

In existing houses without a fire sprinkler system, the materials of construction on the garage side of a frame wall between the dwelling garage must be of one-hour fire resistive construction consisting of 5/8" fire resistive sheet rock or gypsum lath and plaster. The ceiling must be protected in the same manner. Doors must be 1 3/8" minimum thickness, solid core, with self-closing and tight fitting, self-latching device. Windows between the garage and house shall be unopenable and of wire glass set in steel frames. No opening shall lead directly into a

room used for sleeping. These requirements also apply to carport conversions into garage. In fire sprinklered houses, the one-hour fire resistive construction and solid core door are exempt. However, a self closing, and tight fitting, self-latching



### **Roof Construction**

door is required.

The allowable span of roof rafters is measured from the wall plate to the roof ridge, unless the rafters are attached to intermediate bearing partitions. Floor joist spans are measured between bearing members. Roof trusses may be used, provided the truss designs are sealed and signed by an engineer licensed in Arizona. Seal shall be dated within latest City adopted building code (which is the 2003 IBC, adopted September 16, 2003). All truss designs shall be identified on the framing plan.



#### Room sizes

At least one room in a dwelling shall be not less than 120 square feet. Other habitable rooms except kitchens and bathrooms, closets, and halls shall contain not less than 70 square feet.



#### **Stairways**

Stairways must be a minimum of 36" in width with at least one handrail. The rise of stairs shall not be more than 7 3/4" and the tread depth shall not be less than 10". The vertical headroom clearance shall not be less than 6'8". The handgrip portion of handrails shall be a minimum of 1 1/4" to a maximum of 2" in cross-sectional dimensions and must be located between 34" and 38" above the nosing of treads and landings. Openings in railings shall be of such design that a sphere 4" in diameter cannot pass through.



### Wall Framing-Wood

Exterior walls of one story wood frame building shall be constructed with stud framing not less than 2 x 4, spaced not more than 24" on centers (o.c.), supporting roof and ceiling only and maximum of 10' in height. "Utility" grade studs shall be a minimum of 16 o.c. and support only roof and ceiling load to a maximum 8' height. Non-loading bearing "utility" grade studs maybe 10' in height.

# **Appendix**



#### Lumber identification

All framing members and plywood or other sheathing types shall be identified by an approved grade mark.

### **Frequently Asked Questions**

Why is a permit required? A permit activates your inspections to ensure work is being done according to the Code and your approved plans.

If my project involves many types of construction (electrical, plumbing, structural, etc.) can I apply for all of the required permits under a single permit?

Yes

What happens if I had work done to my house that did not have a permit?

If work was completed without a permit, either by the prior owner or yourself, an outside structural engineer will have to inspect to certify that the addition or remodel was built according to code and a minimum building permit will be issued to the homeowner for final inspection to make the addition legal.

What happens once I am issued my permit?

You will be issued an inspection card and may start construction at that time.

How long does it take to process my permit?

Once plans are approved, approximately 10-15 minutes.

What items are inspected by the City's inspection Department? Buildings - including electrical, plumbing, and mechanical. Keep in mind this depends on what you are remodeling in your home and not all of these inspections may be required. Contact the Cities One Stop Shop at 480-312-2500 for your specific requirements. If you have a question specifically related to inspections, you can call 480-312-5750.

How do I arrange an inspection and when are inspections conducted?

By calling the number listed at the top of the Inspection Card that you are issued once you receive your permit from the City.

Does the City provide consultation prior to re-submitting corrections? Yes, the applicant must make an appointment with the plan reviewer who has been handling your remodel. They are located at 7447 E. Indian School Road, first floor and can also be reached by phone at (480) 312-7080.

# Frequently asked questions related to land use and/or the city's development process

Who can I call if I don't know where to start and am not familiar with Scottsdale's development process?

You can call the Planning & Development Services Customer Relations Office at (480) 312-2647 or e-mail rmeinhart@ScottsdaleAZ.gov

If I am considering purchasing a home in Scottsdale what information should I be aware of? Part of your research should include access to zoning (which identifies what can legally be built in and around the property you are considering) and what the city has planned to build in and around your property - which is identified in Scottsdale's General Plan. It is important to note that schools and churches are considered residential uses and can be located in residentially zoned areas. You can access zoning information on-lineand Scottsdale's General Plan on-line

http://www.ScottsdaleAZ.gov/gen eralplan If you have questions about the General Plan you can call the City's Strategic Planning Office at (480) 312-7990.

Who can I call to answer land use questions?

You can call the Planning & Development Services
Department at (480) 312-2352 or (480) 312-7829 or you can e-mail dhadder@ScottsdaleAZ.gov or thuish@ScottsdaleAZ.gov

What is zoning?

The zoning identifies what can legally be built on a piece of property. Zoning is generally categorized into three areas: 1) residential; 2) commercial; or 3) industrial and also carries a designation related to the intensity of the development.

What are the different residential zoning districts?

Residential zoning identifies the minimum size of the lot, i.e. R1-7 zoning identifies the following: R (residential); 1 (single-family); -7 (minimum lot size of 7,000 square feet); R1-35 equates to Residential, single-family with a minimum lot size of 35,000 square feet. You can access a generic summary of Zoning Classifications at: http://www.scottsdaleaz.gov/Bldg Resources/Zoning/zones.pdf

What are setbacks and why are they important?

Scottsdale's residential zoning districts identify the minimum lot size and also include restrictions related to maximum building height and depth of the front yard, rear yard, and the side yards (required spacing from the property line). The front yard is identified as the area adjacent to road access. Setbacks ensure a minimum amount of open space between properties and homeowners need to be familiar with setback requirements before considering home improvements that extend the footprint/size of the home.

How can I access the city's zoning ordinance?

Scottsdale's zoning ordinance is located in Appendix B of the City Code which is available on-line at http://livepublish.municode.com/2/lpext.dll?f=templates&fn=main-j.htm&vid=10075

I am having difficultly navigating the on-line City Code document/Zoning Ordinance - who can I call for assistance? You can call the Planning & Development Services Customer Relations Office at (480) 312-2647 or e-mail rmeinhart@ScottsdaleAZ.gov

# **Appendix**

How can I identify the zoning on a piece of property?

Zoning maps are available at the City's Records Division, located on the first floor of One Civic Center, 7447 E. Indian School Rd. The Records Division can be reached by phone at (480) 312-2356. For general informational purposes, you can also access zoning information on-line at: http://eservices.scottsdaleaz.gov/c osmap/lis/default.asp

Once you link to the above web address, you can obtain zoning (and other related land-use information) by entering one of five search options:

- 1) address;
- 2) intersection;
- 3) assessor parcel number (APN);
- 4) quarter section; or
- 5) key area map. If you have questions on how to navigate this web site, please call (480) 312-2356.

What type of use is allowed in the different zoning districts? Click on the below link titled Summary of Zoning Classifications: http://www.scotts-daleaz.gov/BldgResources/Zoning/zones.pdf for a generic description of uses allowed in each district. The summary also provides an overview of building setbacks, minimum lot size and maximum building height.

How close to my property line can I build an addition or an accessory structure (i.e. a tool shed, storage structure)?

Additions of livable area to homes must meet the same setbacks that the home must meet. Patios, porches and other such additions will need to meet either specific provisions in the residential district that applies to the property or the provisions of the General Provisions section of the Zoning Ordinance. Accessory buildings need to meet the specific provisions for such buildings in the General Provisions of the ordinance, or if the property is located in an area that has the Foothills Overlay (additional information on the Foothills Overlay is provided in the Glossary) it will need to meet the specific provisions included in this overlay district.

How do I measure the height of a structure?

There are two basic ways to measure the height of a building. Outside of areas with the Environmentally Sensitive Lands overlay building heights typically are measured from the average curb elevation adjacent to the property. For properties within the Environmentally Sensitive Lands overlay building heights are measured from the original natural topography before the site was developed. If there is the potential for major flooding, the building height may be set one-foot above the flood elevation as determined by a detailed engineering study.

What is ESL (Environmentally Sensitive Lands Ordinance)? The Environmentally Sensitive Lands Ordinance is unique to Scottsdale and provides an additional layer of regulations to protect and preserve Scottsdale's desert environment. The ESL ordinance was adopted by the Scottsdale City Council in 1991 to guide development throughout 134 square miles of desert and mountain areas - roughly those areas located north and east of the Central Arizona Project canal (CAP). You can access an ESL map on-line at:

http://www.scottsdaleaz.gov/codes/OrdinanceUpdates/ESLOMaps.asp

What is NAOS (Natural Area Open Space)?

The intent and purpose of the ESL ordinance (see definition above) is to identify and protect environmentally sensitive lands in Scottsdale and to promote public health and safety by controlling development on these lands. The ESL ordinance requires that a percentage of each property be permanently preserved as Natural Area Open Space and that specific environmental features including vegetation, washes, mountain ridges and peaks, be protected.

What types of business are allowed as home occupations? Home occupations that are allowed include those professional, clerical, crafts and other such activities that do not require any exterior modifications to the residence, that do not sell anything on the premises and do not have any employees or clients coming to the property to work on the premises.

## **Hiring a Licensed Contractor**

### Arizona Registrar of Contractors Checklist

Note: This information is provided by the Arizona Registrar of Contractors (ROC) and therefore should be verified by ROC. Contact them directly for further information regarding their services at 602-542-1525.

Before you hire a contractor, here are some good tips to know:

- 1. Develop a list of potential contractors you might be interested in hiring to perform your project.
- 2. For each contractor obtain:
- The owner's name(s)
- The correct spelling of the companies name(s)
- Their five or six digit contractor's license number(s) or the information from the contractor's license certificate(s) or the contractor's license identification card(s).
- 3. Call the number listed above or visit our website to check out each contractor with the Registrar of Contractors to verify that they have a current license and area properly licensed to perform the work

- specified. The ROC has an automated information system that is available 24 hours a day, seven days a week. You may also want to check with the Better Business Bureau.
- 4. Check the contractor's complaint record with the Registrar of Contractors for the number of complaints for the last two calendar years. When considering the number of complaints a contract has on record, you should compare the number of years the contractors have been in business and the construction volume. A contractor who has numerous complaints but has only been in business for a few months and has only built a few homes may not be your best choice.
- 5. Once you are satisfied the contractors are properly licensed, obtain bids from at least 3 contractors. Each contractor should be provided with detailed instructions regarding what it is you want done. Include information about the quality of materials they will be using. The information used to obtain the bids should also be included in the final contract documents.

- 6. If you are planning new construction, consider having a soils test performed to determine whether the soil under the proposed structure is adequate for the loads imposed. The soil test should also determine if any adverse soil conditions exist such as expansive soil, high water table, improper compaction or the presence of foreign material.
- 7. New home construction or additions should include some form of termite protection and should be discussed with your builder regarding the options available. There are numerous methods available for termite protection, some of which are discussed in ROC's Arizona Licensed Contractor Newsletters, Winter 1999 and Summer 2000 which can be found on their website under publications: http://www.rc.state.az.us
- 8. Be cautious about using a contractor's bid that is substantially lower than the other bids. It may indicate the contractor was not aware of all of the work required of the contractor intends to use alternate building materials.

For more information about specific information/issues you should know about contractors, visit the Arizona Registrar of Contractors website at: http://www.rc.state.az.us/Acrobat/Misc/HiringContractor.pdf